



Complete Summary

TITLE

Intensive care unit (ICU) palliative care: percent of patients whose family was personally given a written information leaflet by an ICU team member on or before Day One of ICU admission.

SOURCE(S)

VHA Inc. TICU care and communication bundle: care and communication quality measures. Irving (TX): VHA Inc.; 2006 Sep 15. 8 p.

Measure Domain

PRIMARY MEASURE DOMAIN

Process

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

This measure is used to assess the percent of patients whose family was given a written information leaflet (personally by an intensive care unit [ICU] team member) on or before Day One of ICU admission and action was documented in the medical record.

RATIONALE

Palliative care focuses on prevention and relief of suffering, improving communication, promoting concordance between treatment and individual preferences, and facilitating transitions across care settings for patients with life threatening illness and their families. As such, it is increasingly accepted as an integral component of comprehensive intensive care unit (ICU) care for all critically ill patients, including those pursuing every reasonable treatment to prolong life. At the same time, evidence has accumulated that the quality of ICU

palliative care needs improvement: patients experience high levels of pain and other distressing symptoms; families fail to understand basic information about diagnosis, prognosis, or critical care treatments and experience high levels of depression and anxiety; care plans diverge from patients' and families' preferences; and conflict among ICU clinicians, patients, and families is common.

The Institute of Medicine identified improvement of palliative care in the ICU and other care settings as a national health priority. For all healthcare providers and fields, it has also prioritized "closing the gap" between the current knowledge of optimal care and current clinical practice.

This measure is one of ten measures included in a palliative care bundle intended to close the "quality gap" between existing best evidence and current daily practice.

PRIMARY CLINICAL COMPONENT

Intensive care unit (ICU); critical care; palliative care; communication; family information

DENOMINATOR DESCRIPTION

Total number of patients with an intensive care unit (ICU) length of stay greater than or equal to 5 days (see the related "Denominator Inclusions/Exclusions" field in the Complete Summary)

NUMERATOR DESCRIPTION

Number of patients whose family was personally given a written information leaflet by an intensive care unit (ICU) team member on or before Day One of ICU admission (see the related "Numerator Inclusions/Exclusions" field in the Complete Summary)

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Overall poor quality for the performance measured

EVIDENCE SUPPORTING NEED FOR THE MEASURE

Nelson JE, Mulkerin CM, Adams LL, Pronovost PJ. Improving comfort and communication in the ICU: a practical new tool for palliative care performance measurement and feedback. Qual Saf Health Care 2006 Aug;15(4):264-71. [52 references] [PubMed](#)

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Collaborative inter-organizational quality improvement
Internal quality improvement
Quality of care research

Application of Measure in its Current Use

CARE SETTING

Hospitals

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Advanced Practice Nurses
Nurses
Physician Assistants
Physicians
Social Workers

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

TARGET POPULATION AGE

Unspecified

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

See the "Rationale" field.

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

End of Life Care
Getting Better
Living with Illness

IOM DOMAIN

Effectiveness
Patient-centeredness
Timeliness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

Total number of patients with an intensive care unit (ICU) length of stay greater than or equal to 5 days

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Total number of patients with an intensive care unit (ICU) length of stay greater than or equal to 5 days

Exclusions

- Patients discharged (or transferred out of the ICU) on or before Day One of ICU admission
- Patients expired on or before Day One of ICU admission
- Patients who were not visited by a family member on or before Day One of ICU admission

Note: The day of ICU admission is considered Day Zero and the following calendar day beginning at 0001 hours is considered Day One.

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Institutionalization

DENOMINATOR TIME WINDOW

Time window precedes index event

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

Number of patients whose family was personally given a written information leaflet by an intensive care unit (ICU) team member on or before Day One of ICU admission

Note:

- Documentation of this action must be in the medical record.
- Definition of Information Leaflet: Written materials containing at a minimum the following information: general information about the ICU and hospital including visitation guidelines, services provided such as financial consultation services and bereavement programs, and logistical information (nearby hotels, banks, restaurants, directions, etc); names of ICU caregivers (physicians and nurses); diagram of a typical ICU room with the names of all devices; glossary of terms commonly used in the ICU.

Exclusions

Unspecified

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Institutionalization

DATA SOURCE

Medical record

LEVEL OF DETERMINATION OF QUALITY

Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Rate

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Unspecified

STANDARD OF COMPARISON

Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

Pilot implementation in a total of 19 intensive care units (ICUs) showed that the measures are feasible and usable and that opportunities exist for quality improvement. Refer to the article by Nelson, et al. for details.

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Nelson JE, Mulkerin CM, Adams LL, Pronovost PJ. Improving comfort and communication in the ICU: a practical new tool for palliative care performance measurement and feedback. Qual Saf Health Care 2006 Aug;15(4):264-71. [52 references] [PubMed](#)

Identifying Information

ORIGINAL TITLE

Quality indicator #4: family information leaflet.

MEASURE COLLECTION

[Transformation of the Intensive Care Unit \(TICU\) Measures](#)

MEASURE SET NAME

[Care and Communication Quality Measures](#)

DEVELOPER

VHA, Inc.

FUNDING SOURCE(S)

VHA, Inc.

COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE

Internal VHA, Inc. clinical subject matter experts along with external clinical subject matter faculty experts from various National and local research medical centers/hospitals

FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST

None; work was not supported by any third party vendors, contractors or for-profit health care companies including suppliers, device makers, or pharmaceutical firms.

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2006 Sep

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

VHA Inc. TICU care and communication bundle: care and communication quality measures. Irving (TX): VHA Inc.; 2006 Sep 15. 8 p.

MEASURE AVAILABILITY

The individual measure, "Quality Indicator #4: Family Information Leaflet," is published in "TICU Care and Communication Bundle: Care and Communication Quality Measures."

For more information, contact VHA, Inc. at: 220 E. Las Colinas Blvd., Irving, TX 75039; Phone: 1-800-842-5146 or 1-972-830-0626; Web site: www.vha.com.

COMPANION DOCUMENTS

The following are available:

- VHA, Inc. TICU care & communication bundle: data collection sheet. Irving (TX): VHA, Inc.; 2006 Sep 15. 1 p.
- VHA, Inc. TICU care & communication bundle: care and communication quality measures form. Irving (TX): VHA, Inc.; 2006 Sep 15. 2 p.

For more information, contact VHA, Inc. at: 220 E. Las Colinas Blvd., Irving, TX 75039; Phone: 1-800-842-5146 or 1-972-830-0626; Web site: www.vha.com.

NQMC STATUS

This NQMC summary was completed by ECRI on June 27, 2007. The information was verified by the measure developer on July 25, 2007.

COPYRIGHT STATEMENT

This NQMC summary is based on the original measure, which is subject to the measure developer's copyright restrictions. Use or reproduction of this measure requires permission of VHA, Inc.

Disclaimer

NQMC DISCLAIMER

The National Quality Measures Clearinghouse™ (NQMC) does not develop, produce, approve, or endorse the measures represented on this site.

All measures summarized by NQMC and hosted on our site are produced under the auspices of medical specialty societies, relevant professional associations,

public and private organizations, other government agencies, health care organizations or plans, individuals, and similar entities.

Measures represented on the NQMC Web site are submitted by measure developers, and are screened solely to determine that they meet the NQMC Inclusion Criteria which may be found at <http://www.qualitymeasures.ahrq.gov/about/inclusion.aspx>.

NQMC, AHRQ, and its contractor ECRI Institute make no warranties concerning the content or its reliability and/or validity of the quality measures and related materials represented on this site. The inclusion or hosting of measures in NQMC may not be used for advertising or commercial endorsement purposes.

Readers with questions regarding measure content are directed to contact the measure developer.

© 2008 National Quality Measures Clearinghouse

Date Modified: 11/3/2008

